



NH Association of Certified Public Managers, Inc

P.O. Box 575, Concord, NH 03302-0575

NH Association of Certified Public Managers

APRIL - JUNE 2003

Membership Will Decide Vision, Mission, Values & Goals

NHACPM Leads the Way with Strategic Planning

Through two months, four sessions and additional Board meetings, an updated vision, mission, values and goals for the New Hampshire Association of Certified Public Managers (NHACPM) has been drafted for the consideration of the Association's membership.

Four specific Strategic Planning Sessions held in March and April have provided the NHACPM with a new focus for the next few years.

The proposed Vision Statement for the NHACPM is "To be the premier resource of choice for public sector leaders in pursuit of high quality management practices, professional development and continuing education."

With that vision, the Mission Statement for the NHACPM would be: "The mission of the New Hampshire Association of Certified Public Managers is to develop, promote and foster recognition of leadership professionals through certification and continued education."

The values of the NHACPM include:

Professionalism: To conduct ourselves in a responsible and respectful

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Mark Your Calendars Now!

NHACPM Conference to be Sept. 25 & 26

The Fourth Annual New Hampshire Association of Certified Public Managers' (NHACPM) Professional Development Conference will be held at the Center of New Hampshire in Manchester on Thursday, September 25th and Friday, September 26th.

The two-day event will be filled with management topics relating to Leadership Styles, Middle Management, Process Improvement, Facilitating Change, Strategic Planning and many additional subjects.

Speakers will include such well-known names as

Franklin Mayor Tony Giunta, Sam McKeeman, CPM Program Director Peter Gamache, NH Bureau of Education & Training Assistant Professors Monika Bissell and Dennis Martino, and others.

Bewatching your e-mail for additional updates. Registration will begin in early August. NHACPM members receive a discounted fee, as well as early enrollment privileges.

Questions? Please contact Deb Bourbeau at 271-4207, Charlene Farmer at 271-5411 or Terry Commeau at 271-7220.

Welcome to the NHACPM!

The NH Association of Certified Public Managers is pleased to welcome the following new members:

Douglas Chamberlin
New Hampshire Hospital

Margaret Curtis
Health & Human Services

Dennis Martino
Division of Personnel

Laura McCarthy
Dept. of Transportation

Susan Searah
New Hampshire Hospital

David Stevens
City of Rochester

NHACPM Membership Has Its Privileges!

By Robin Boman
Director at Large

Have you received your NHACPM membership certificate? Is it framed and hanging on your wall?

How about your membership identification card? Did you have it laminated to carry in your wallet?

The certificate and membership card are visible signs acknowledging your affiliation with the NH Association of Certified Public Managers. These

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NHACPM Leads the Way with Strategic Planning

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manner that promotes pride and professionalism in ourselves and in our organization.

Communication: To maintain an open atmosphere that welcomes all ideas and fosters teamwork.

Commitment to Service: To constantly contribute to the community by exhibiting flexibility, energy, humor and acceptance of diversity.

Ethics: To perform our duties with honesty, integrity and professionalism, while contributing to the public

management profession.

Seven individuals joined with a majority of the NHACPM Board of Directors to develop the proposed statements. The group effort was facilitated by CPM Program Director Peter Gamache, Director of the NH Bureau of Education and Training.

NHACPM members who participated in the effort included Martin Bove of the Department of Health & Human Services; Don Lebrun of Vocational Rehabilitation, Department of Education; and Carol Barleon of the Office of

State Planning. Others participants included Denise Lamy of the Insurance Department; Barbara Landry of New Hampshire Hospital; Deborah Cook of New Hampshire Hospital and Ed Taylor of the Department of Education.

The Mission, Vision, Values and Goals must be voted on by the NHACPM membership, and will be forthcoming in the next bylaw revisions circulated for member consideration and acceptance.

NHACPM Members Join in AACPM Conference & Delegates Meeting

Four members of the NH Association of Certified Public Managers (NHACPM) represented the Granite State organization at the 15th Annual Professional Development Conference hosted by the American Academy of Certified Public Managers (AACPM) in Charleston, South Carolina.

The theme of the conference was "The Gateway for Excellence in Public Management".

New Hampshire attendees included NHACPM President Deb Bourbeau of the Department of Health

& Human Services, Vice President Kathy Gallagher of the Department of Administrative Services, Past President Charlene Farmer of New Hampshire Hospital and Plaistow Town Manager John Scruton.

New Durham Town Administrator and NHACPM Treasurer Bill Herman participated in the week-long event in his capacity as a member of the seven-member AACPM Board of Directors.

"The South Carolina Society hosted a great conference with a wealth of information for us," commented Bourbeau. "They have set a very high standard for the rest of us to meet in hosting future AACPM Conferences."

In addition to the Conference, the AACPM conducted its annual business meetings through the 64-member House of Delegates. Appointed delegates from New Hampshire were Bourbeau, Gallagher and Scruton.

Next year, the 2004 AACPM Conference will be held in June in Topeka, Kansas. The NHACPM will be doing a major promotion effort in Topeka for the 2005 AACPM Conference, which will be held at the Center of New Hampshire in Manchester in September.

If you have not been to one of these conference, you should start to make plans to attend. The networking opportunities and ability to learn from our peers across the country is beyond anything that can be measured.



Work Force Management Issues Focus of May Graduate Symposium Program

Work force management issues facing New Hampshire's public sector was the focus of a day-long Graduate Symposium on May 16th at the NH National Guard Training Center in Center Strafford hosted by the NH Association of Certified Public Managers and the NH Bureau of Education and Training.

Attended by approximately 100 individuals, presenters included Merelise O'Connor of the NH Retirement System; Anne Warner and Len Deneault of the Granite State Quality Council; and Monkia Bissell and Dennis Martino of the Bureau of

Education and Training.

O'Connor presented pending demographic shifts in the New Hampshire employee base.

Warner and Deneault addressed the Baldrige Criteria as it is used for organizations as they travel their quality journey. Specific emphasis was focused on its potential application to New Hampshire state government.

The final presentation of the day was by BET's Bissell and Martino, who role-played the art of communication between the male and female gender.

Networking was a highlight for all attendees!

- Q & A -

NHACPM's John Scruton: Man of God and the People

By Cindy Kibbe
NH Business Review

John Scruton has served as Plaistow's Town Manager since December 2000, but he's actually been serving the southern New Hampshire town for a lot longer, as minister of the Meaderboro Community Church.

A minister for 30 years, 15 of which he also has been involved in public administration, Scruton has an unusual perspective -- not to mention resume -- when it comes to civil service. Recently named to the House of Delegates of the American Academy of Certified Public Managers, he will help to further educate other public administrators on ways to better manage their towns and cities.

Scruton recently spoke with New Hampshire Business Review to shed light on how this pastor and politician leads his flock and voters.

Q: Tell us more about the American Academy of Certified Public Managers.

A: The Academy emphasizes continuing education among public managers. They promote professionalism in public management and how to make judgements that are in the best interests of the governmental entity for which they are working, and for a society as a whole. In order to be admitted, you have to have a combination of education and experience.

At the annual conference, some of the issues we discussed were on the direction of technology in government and what is going on with human resources management because of the changes that are occurring in the diversity of the work force.

Q: When you think about it, even if people have business managerial experience, they aren't born knowing how to run a town.

A: And some people say you should run a town like a business. There are some business principles which are useful in government, but you have to run a town differently than a business. For one thing, when a business cycle is contracting and people are out of work and facing problems, that's when we have to be more active. We can't cut back when the business cycle cuts back, because that's when there is greater need from those we serve.

Another reason we can't run a town like a business is that in a business, the board of directors or the CEO makes a decision and that's where they go. For us, we have to go through a very public process. As town manager, I can say this technology system is going to save us money and if we implement it today, we can have it up and running in six weeks and it will make all the difference in these areas. Well, I then have to go to the board of selectmen, to the budget committee, to the voters to get it approved.

It is a much larger process before you can do anything. I'm not saying that's bad, it's just part of what democracy is all about -- letting everyone participate and be a part of the process. Government is much more of a people-oriented, relationship-building process.

Q: You're both a man of God and a man of the people. How do you serve both?

A: I think there's a great deal of overlap. I view my faith as something that affects all areas of my life, including my work here in government. My faith helps me in a lot of ways as I reach out to people.

Government is very much about relationships. First you have to be secure in who you are and understand what the values are that drive you. Then you have to decide how that translates into your relationships in the workplace and to the

public. There are people out there who don't always agree with you, so you have to be able to care for people even when they're not happy with what you've done.

From my standpoint, my faith is very much a part of who I am. It's something that I am willing to share with others, and I'm willing to listen to what others believe and how they feel.

Q: How do you set your priorities?

A: It's a matter of how you lay out what has to be done. Being a town manager does not involve a lot of weekend time. That's primarily the time I devote to my responsibilities at the church. In general, it works out well. Once in a while, I have to be at a funeral or something during a weekday, but there's flexibility that way. At night, sometimes, both groups want me. But it's really a matter of how you schedule it.

Q: You have to put the extra memory in your PDA.

A: That's a good way to put it.

Q: What do you think are the most important issues New Hampshire towns are facing today?

A: I think probably the biggest issue today is the loss of citizen involvement. People are very busy with their lives, and we've seen a real drop-off in the number who participate in government.

I think Senate Bill 2 (the law providing a mechanism for voters to replace the traditional open Town and School District Meetings with an official ballot process) is part of the cause for that. At our last town meeting, we had less than 50 people, which, for a town of 8,000, indicates that there's been a real drop-off in participation. Related to that, there were less than 1,000 who voted at the town election.

On a focused issue that people

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Membership Has Privileges!

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symbols of membership exemplify an organization striving to provide its membership worthwhile growth and training opportunities for the individual and professional alike.

I expect you have heard that "membership has its privileges". As a card carrying member of the NHACPM, that is certainly the case! Not only do opportunities for networking and training abound, but now, the NHACPM Board is pleased to announce an additional benefit. NHACPM members will receive a valuable \$50 coupon which may be used toward the cost of training offered by the NH Bureau of Education & Training.

As the Association leadership continues to seek out and provide our membership with the best possible member rewards, we need to hear from your thoughts on this latest benefit. I hope you are as delighted about this latest privilege afforded to our members as we on the board. Let us know via e-mail or telephone if membership really does have its privileges.

Q & A with John Scruton

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are concerned about, they come and they get involved. We've been doing a very complex visioning process on the reuse of the Beede Superfund site and have had eight meetings so far and we've had good attendance. But getting people to volunteer, to be involved in government, to serve on committees and have a commitment to community is probably the biggest issues that towns are facing. Here, many people work in Boston. We have a highly technical, highly skilled work force. We have a lot of people working a lot of hours and that takes away from your ability to get involved in community life.

This article is reprinted from the May 16 - 29, 2003 edition of The New Hampshire Business Review.

NHACPM Treasurer's Report

March 1 - May 31, 2003

Balance Forward	\$ 13,482.04
Income:	\$ 3,241.56
'03 Membership Dues (8)	225.00
Sale of Polo Shirts (1)	30.00
May Workshop (99)	2,970.00
Interest Earned	16.56
Expenses:	\$ 2,969.33
Promotion '05 Conference	300.00
AACPM '03 Dues (8)	120.00
Conference Scholarship (2)	495.00
AACPM State Basket	70.00
Strategic Planning Meetings	54.33
May Workshop Expenses	1,430.00
'03 Conference Deposit	500.00
Balance	\$13,754.27
Checking Account	1,170.35
Savings Account	5,542.04
2005 Conference Fund	7,044.88

Respectfully submitted,
Bill Herman, Treasurer

NHACPM Web Site Being Developed for August 1st Premier

A web site dedicated to the NH Association of Certified Public Managers (NHACPM) is currently under development with a target date of the site going live on August 1st.

Initially, the web site will contain general information about the NHACPM including minutes of Board meetings, posting of NHACPM newsletters and the Association's bylaws.

A membership page will contain contact information for the NHACPM Board of Directors and other key members, as well as information and an application for joining the professional organization.

The NHACPM site is planned to

include links to the NH Division of Personnel's Bureau of Education & Training Course Catalog, as well as the web sites of the American Academy of Certified Public Managers (AACPM), the National CPM Consortium and Springfield College.

It is also expected the site will include a page devoted to information on events sponsored or endorsed by the NHACPM, including this year's Annual Professional Development Conference to be held in Manchester and the AACPM's Annual Professional Development Conferences.

Plans for Phase II of the web site

include the ability to apply for membership on-line, a message board and a list serve with the ability for members to login to the site and query the membership database.

Working on the development of the NHACPM web site are Vicki Tinsley of the Department of Administrative Services, NHACPM Past President Charlene Farmer and NHACPM Vice President Kathy Gallagher.

If you have suggestions for the site, contact Kathy Gallagher by e-mail kgallag@admin.state.nh.us or by calling 271-1408.

Thought for the Day!

"The best thing about the future is that it comes only one day at a time."

-- Abraham Lincoln